

TRANSPORTATION OPERATIONS COORDINATOR

DISTINGUISHING FEATURES

The fundamental reason the Transportation Operations Coordinator exists is to perform professional-level planning, implementation and monitoring of the City's local and regional transit services. This classification does not directly supervise other staff. Work is performed under the general supervision of the Transit Manager.

ESSENTIAL FUNCTIONS

Monitors and evaluates transit operations, investigates complaints providing problem resolutions and evaluates contractors for service, regulatory and safety compliance. Monitors contract budgets and performance.

Implements service changes through schedule writing, route planning, field surveys and coordination with affected agencies. Provides feedback on service changes.

Coordinates implementation of bus stop installations, stipulations on private developments and management of fleet and other assets. Procures minor equipment.

Administers federal regulatory requirements including maintaining databases and accurate records. Prepares and submits periodic reports to support grant administration and National Transit Database submissions.

Collaborates in development and distribution of marketing and promotional material. Assists in public hearings and meetings. Makes oral and written presentations to individuals, groups, Boards and Commissions.

Performs other tasks as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Public transportation administration
Principles of transit operations
Requirements for transportation under the Americans with Disabilities Act and the Federal Transit Administration
Transportation needs of seniors and people with disabilities
Contract administration
Data analysis
Budget preparation

Ability to:

Ride in all forms of transit vehicles for long periods of time
Develop transit routes
Establish effective working relationships
Listen and effectively communicate ideas, technical advice and recommendations in one-on-one, small group and large group setting through oral, visual and written techniques

Maintain customer service focus

Operate a computer and a variety of office equipment using continuous and repetitive arm, hand and eye coordination

Measure distances and quantities using various instruments requiring precise hand movements

Work hours comparable to span of transit services

Operate a motor vehicle requiring a standard Arizona driver's license with no major driving citations in the last 39 months.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to a Bachelor's degree in Planning, Transportation, Business Administration, Public Administration or a related field and three years of progressively responsible contract administration or transit operations administration experience.

FLSA Status: Exempt

HR Ordinance Status: Unclassified